

RML QUARTERLY REPORT

Region:	NN/LM Pacific Southwest Region
Period Covered:	November 1, 2013 – January 31, 2014
Contractor Name:	UCLA Louise M. Darling Biomedical Library
Contract Number:	HHS-N-276-2011-00009-C
Date Submitted:	February 24, 2014

EXECUTIVE SUMMARY

There were no national exhibits conducted by the RML during the quarter. Regional exhibits conducted by the RML included the 11th Annual Promotoras and Community Health Workers Conference December 6-7 in Los Angeles and “Activate Simi Valley” on January 16. At the Los Angeles event, NN/LM PSR Educational Services Coordinator Kay Deeney and Yamila El-Khayat, Outreach Services Librarian from the University of Arizona Health Sciences Library, promoted MedlinePlus en Español and other Spanish-language resources from NLM to community health workers. In addition to the exhibit, Yamila conducted the two-hour Spanish-language workshop *How to Find Reliable Health Information* on December 6, with 14 attendees. This was an interactive presentation highlighting MedlinePlus, NIHSeniorHealth, ClinicalTrials.gov, and Polyglot. Activate Simi Valley was the kick-off event for an eight-week community weight loss and fitness program sponsored by the local YMCA. NN/LM Consumer Health & Technology Coordinator Kelli Ham promoted MedlinePlus and other consumer-related resources to enthusiastic participants at the community health fair in Simi Valley, a suburb north of Los Angeles.

One of the attendees at the Promotoras conference expressed interest in having a training session in Spanish for a group of promotoras based at a Planned Parenthood office near downtown Los Angeles. Subsequently, the one-hour session *MedlinePlus for Promotoras* was conducted on January 17, with 32 attendees.

One *Midday at the Oasis* webinar session was conducted during the quarter on December 18. The presentation was *New Roles for Librarians in Data Management*, featuring guest speaker Elaine Martin, MLS, DA, Director of the Lamar Soutter Library of the University of Massachusetts, and Director of the NN/LM New England Region (NER). She described emerging roles for e-science librarianship, research informationists, and the “blended professional.” Thirty-two people attended the session. One *NLM Express* webinar was conducted during the quarter on December 12. It was a one-hour *PubMed Update* session, featuring trainers from the NLM Training Center (NTC) and NLM, with 54 attendees.

In early January, we announced the availability of our RFP for 2014-15 Express Outreach/Training/Technology Awards, with an initial priority application deadline of March 21, 2014. Work on these projects would begin on May 1, 2014. The RFP and other funding and evaluation items will be the focus of the February 19 *Midday at the Oasis* webinar, *Funding Awards and Clever Evaluation*.

On January 13 NN/LM PSR Acting Associate Director Alan Carr and Kay Deeney attended the two-hour “Hospital Libraries Panel Discussion,” jointly sponsored by NN/LM PSR and the Northern California and Nevada Medical Library Group (NCNMLG), held at Stanford University in Palo Alto. The session included presentations by three librarians; Geri Bodecker from Palo Alto Medical Foundation, Nancy Dickenson from Stanford Health Library, and Peggy Makie from Kaiser Permanente Health Sciences Library, Sacramento and Roseville. Each presenter highlighted key activities they are doing to advocate for their libraries and maintain a strong profile in their

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institutions. Twenty-two people attended the session in person, and additional participants attended remotely through webcast. Most of the attendees were from PSR, with additional participation from MCR. A *Latitudes* article was subsequently published with an account of the session.¹ After the discussion, Kay Deeney attended the NCNMLG business meeting.

Also on January 13 Alan and Kay conducted a Resource Library site visit with Heidi Heilemann, Associate Dean for Knowledge Management and Director of the Lane Medical Library & Knowledge Management Center at Stanford University. Heidi provided an orientation and tour of the library and nearby related facilities of the Medical Center. In addition, a special orientation to the Stanford Medical History Center was provided by Drew Bourn, PhD, MLIS, Historical Curator for Lane Library. Among topics discussed with Heidi were the role of the RML currently and in the future, status of Resource Library Director meetings, and the overall outlook for health sciences librarianship.

On January 22 Alan Carr and Kelli Ham were the featured presenters for the WebJunction webinar, *Health Happens in Libraries: Health Information Resources for Library Staff*. The session also included a presentation by Milly Lugo-Rios, Senior Librarian for Adult Services at Santa Ana Public Library. Over 700 people registered for the event. The target audience for the webinar was public library staff throughout the U.S., and over 350 people attended the live session, which focused on resources and services available through the National Library of Medicine and the NN/LM Network. Also included were resources and activities related to the Affordable Care Act. Feedback from the attendees was highly positive. In particular, they appreciated the information about NN/LM activities and the benefits of joining the Network, the variety and reliability of NLM's health information resources for the public, and the tools and web sites to better understand the Affordable Care Act. The PowerPoint slides and accompanying four-page session handout are available from the WebJunction web site.²

Following the 1/22 session, Alan and Kelli were contacted by Nancy Clark, Director of the Library Network Office for the Department of Veterans Affairs, about doing a similar webinar for VA library staff throughout the U.S. during one of their monthly programs, which are generally attended by 75-100 people. The content of the webinar will be modified slightly to include resources targeting veterans' health. The session will be held April 8.

Based on feedback from pilot CHIS (Consumer Health Information Specialization) training sessions conducted earlier in 2013, Kelli Ham offered a new series of CHIS classes and shorter consumer health trainings. After several inquiries from library systems and hospital libraries, the first in-person training sessions were set up for the County of Los Angeles. Three workshops for adult services librarians were arranged, the first of which was held January 30 in West Covina in eastern Los Angeles County, with 25 librarians attending. Additional sessions will be held in February and March, covering northern and southern Los Angeles County. Four classes will be held for Sacramento-area hospital and public librarians over a two-day period in June, with the possibility of adding extra classes for health educators. A general LibGuide explaining the CHIS offerings is available on the PSR web site.³

¹ <http://nnlm.gov/psr/newsletter/2014/02/07/report-on-11314-hospital-libraries-panel-discussion>

² <http://www.webjunction.org/events/webjunction/health-information-resources-for-library-staff.html>

³ <http://guides.nnlm.gov/psr/chis>

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ClinicalTrials.gov Results Initiative: During the quarter, NN/LM PSR Community Outreach Coordinator Lori Tagawa conducted the online Moodle class *ClinicalTrials.gov: Results Reporting, Unique Evidence, and the Role of Medical Librarians* from December 2-20. The course included three modules, and awarded four MLA Continuing Education Units. Thirty-three people registered for the class, eighteen of which finished all course requirements. The attendees were primarily health science librarians from California. Additional participants included information specialists, health professionals, and public health workers from Hawaii, Kentucky, Maryland, New Jersey, Nevada, and Tennessee.

K-12 Initiative: On December 13 Kelli Ham attended the *Citizen Science & Libraries* event in Los Angeles. This full-day program included panel discussions about a variety of projects, objectives, and science specializations, as well as hands-on data collection and crowd-sourced data, all of which may prove useful in K-12 outreach activities.

Kay Deeney worked with the NTC to survey members of the Hawaii Pacific Chapter of MLA about offering the *PubMed for Trainers* course in Honolulu, and also the course format potential attendees most desired for the CE session to be offered at their Annual Meeting in April. Kay and Sharon Dennis plan to offer *Teaching with Technology: Tips, Techniques and Tools*. Survey results showed strong interest in both classes.

As part of a new outreach effort, Kelli Ham began talks with various emergency and disaster response organizations in the region. One session has been scheduled as a result; Kelli will be providing a training session on REMM (Radiation Emergency Medical Management) during a workshop in Lake County, CA, in April. To support this outreach, Kelli is completing the series of classes for MLA's Disaster Information Specialization program.

During the quarter, Marco Tamase conducted two Beginning DOCLINE and two Serial Holdings training sessions. He processed 213 inactive requests and approved 50 routing table changes in DOCLINE. He provided individual consultation for 19 libraries during the quarter. Marco also processed the membership applications of one full member and five new affiliate members.

Using students to input some Activity Reports, PSR was able to make the goal of inputting all the Activity Reports from May, 2012, through December, 2013. Some problems occurred with Multi-group Reports that would disappear after saving before they were approved. All problems were resolved satisfactorily.

NETWORK INFRASTRUCTURE

REGIONAL ADVISORY COMMITTEE (RAC) ACTIVITIES:

A suggestion was received from RAC member Danielle Carlock, librarian at Scottsdale Community College, AZ, who suggested that we consider exhibiting at the *League for Innovation in the Community College* Conference, being held March 2-5 in Anaheim, CA. After considering the expense involved, the exhibit was added to the NN/LM PSR schedule.

EVIDENCE BASED HEALTH:

Lori Tagawa continues to support the UCLA Clinical Practice Council (CPC). On December 19 she provided four hours of training to 40 attendees, to enhance skills in searching for and retrieving evidence-based information.

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ASSESSMENT AND EVALUATION ACTIVITIES/DATA:

Cindy Olney contacted us to determine the feasibility of NN/LM OERC staff conducting outreach evaluation training in the region. After checking with several groups and outreach funding awardees, we found interest from Darlene Parker-Kelly, Director of the Health Sciences Library at Charles Drew University of Medicine and Science, in south Los Angeles. She regularly works with a group of 25-30 outreach partners, many of whom conduct their own outreach activities. There was also potential interest in training from the Central Arizona Biomedical Libraries (CABL) group, located in the Phoenix area. Session dates and content are currently under discussion, with the training activities planned for the next quarter.

The February 19 *Midday at the Oasis* session, focusing on outreach funding opportunities, will include a “clever evaluation” component presented by OERC Evaluation Librarian Nikki Dettmar.

OUTREACH

TABLE 1: ALL NEWLY FUNDED AWARDS AND PROJECTS:

Title	Lead Organization	City/State
N/A		

UPDATE OF ONGOING MAJOR PROJECTS (FUNDED AT \geq \$15,000):

Arizona Outreach – University of Arizona, Arizona Health Sciences Library, Tucson, AZ

Yamila El-Khayat, Outreach Services Librarian at Arizona Health Sciences Library; Annabelle Nunez, Liaison Librarian to the College of Public Health at Arizona Health Sciences Library; and Diana Almader-Douglas, NLM Associate Fellow, interacted with 177 people during this quarter. Yamila and Kay Deeney collaborated on bilingual and Spanish presentations at the Vision y Compromiso 11th Annual Statewide Promotores and Community Health Conference and during a Planned Parenthood meeting in Los Angeles, CA. Yamila and Diana also introduced research skills to 96 students at Sunnyside High School and consumer health resources at the Tucson Digital Storytelling Workshop at the Southwest Institute for Research on Women (SIROW). Diana has also developed a *Health Integration Training Series*, consisting of three health information sessions. The first session, *Using MedlinePlus and the Internet to Help Your Health*, was conducted on January 30. Annabelle and Yamila continue to co-chair the Pima County Health Improvement Group, Health Literacy Subgroup, and are leading initiatives to assess and analyze health literacy needs and knowledge.

Information Services Outreach for Rural and Frontier Nevada – University of Nevada School of Medicine, Savitt Medical Library, Reno, NV

Katie Hamilton was hired as Coordinator of Outreach Library Services. During this quarter, Savitt Library staff engaged with primary care physicians to evaluate the content and organization of the patient education portal developed in concert with the family medicine department. Their feedback is being incorporated into a revised format to make the content and organization more conducive to patient education needs. Savitt Library is marketing this concept to clinics around the state as a model to adapt for local patient population needs. Savitt Library has also developed a workshop on use of tablets and mobile devices, which will be presented as a webinar

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in late February and broadcast statewide. In addition, approval is being sought for a CME course intended for rural caregivers on accessing NLM and other freely available information resources and decision support tools.

TABLE 2: PRESENTATIONS AND TRAINING PROVIDED BY RML STAFF:

Activity Name	County / State	Estimated # of Participants	Activity Conducted Remotely (Y/N)
Health and Wellness @ the Library	Los Angeles, CA	43	Y
ClinicalTrials.gov Results	Los Angeles, CA	25	Y
How to Find Reliable Health Information	Los Angeles, CA	14	N
NLM Express-PubMed Update	Los Angeles, CA	54	Y
Midday at the Oasis: New Roles for Librarians in Data Management	Los Angeles, CA	32	Y
Clinical Practice Council Meeting	Los Angeles, CA	40	N
Beginning DOCLINE Training	Los Angeles, CA	1	Y
MedlinePlus for Promotoras	Los Angeles, CA	32	N
Site Visit- Stanford University Lane Library	Palo Alto, CA	1	N
DOCLINE Serial Holdings Training	Los Angeles, CA	1	Y
DOCLINE Serial Holdings Training	Los Angeles, CA	1	Y
Beginning DOCLINE Training	Los Angeles, CA	1	Y
NCNMLG Hospital Librarian Panel	Palo Alto, CA	39	Both
MedlinePlus and Consumer Health Training	West Covina, CA	21	N
Health Happens in Libraries; WebJunction Webinar	Los Angeles, CA	343	Y

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INFORMATION TECHNOLOGY AND TRANSFER:

As a member of the NN/LM MedlinePlus Connect National Initiative Task Force, Kelli Ham created a PowerPoint presentation for the MedlinePlus Connect Educational Resources Toolkit. The presentation is a customizable template for use by any region and is available on the NN/LM Staff Wiki.

OTHER STAFF ACTIVITIES

TABLE 3. CLASSES, PUBLICATIONS AND RESOURCES DEVELOPED BY RML STAFF

Title	Medium	Submitted to MLA Educational Clearinghouse (Y/N)
Health Happens in Libraries: Health Information Resources for Library Staff	Supplementary Handout	Y

BRIEF NARRATIVE OF OTHER NOTABLE STAFF ACTIVITIES ARRANGED CHRONOLOGICALLY, 1-2 SENTENCES PER ITEM:

11/4-5: Alan Carr attended the National Library of Medicine orientation in his new role as Acting Associate Director.

11/6, 11/20, and 12/11: The RML sponsored the following five regional sites for the broadcast of MLA's Fall 2013 Educational Webinar Series:

1. Arizona Health Sciences Library-Tucson, AZ
2. Central Arizona Biomedical Libraries (various locations)-Phoenix, AZ
3. John A. Burns School of Medicine Health Sciences Library-Honolulu, HI
4. Loma Linda University Library-Loma Linda, CA
5. USC Norris Medical Library-Los Angeles, CA

11/12: Alan Carr attended an Advisory Council meeting of the Medical Library Group of Southern California and Arizona (MLGSCA).

11/20: NN/LM PSR mid-contract site visit with NLM.

1/8: Lori Tagawa attended the Asian Policy and Planning Council January 2014 Board Meeting.

1/14: Kay Deeney attended Women in Science Networking Series-*Alternatives to Funding Your Research*, about UCLA's pilot crowdfunding program.